

CHUCK E FOCUS

Week 11 – March 18, 2016

1707 Market Place Blvd Suite 200
Irving, TX 75063
972-258-8507



CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS IN MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2015	2016	YOY Increase
1. Chicago-Arl Heights, IL #688	\$18,860	\$38,324	103.2%
2. San Bernardino/LA, CA #415	\$15,612	\$29,395	88.3%
3. Cupertino, CA #786	\$28,897	\$47,555	64.6%
4. Sacramento/Citrus Hts, CA #329	\$22,889	\$37,341	63.1%
5. Gilroy, CA #373	\$25,117	\$40,507	61.3%
6. Monrovia, CA #390	\$20,664	\$32,051	55.1%
7. Pinole, CA #768	\$42,513	\$64,518	51.8%
8. Newark, CA #321	\$28,208	\$42,015	48.9%
9. Fresno, CA #042	\$24,745	\$36,570	47.8%
10. San Jose-Kooser, CA #404	\$30,193	\$43,696	44.7%

ABOVE & BEYOND

Team Corpus Christi #454

This team created a fun, fit way for kids to have fun. After every roadshow they challenged every kid to some fun fit exercises such as jump rope, hop scotch, pushups, and hula hoops. After each challenge they gave every kid who participated a popsicle. Parents and kids both enjoyed it. Great job Team Corpus Christi!

AMBASSADOR OF FUN

A special thanks to Louis Valenzuela, District Ambassador of Fun for Jim Hamblen's District, for assisting the L&D team in creating a new Hospitality General Program. Coming soon...



MY FAVORITE FUN

HAPPY ST PATRICKS DAY!

#FEELTHEGREEN #DON'TPINCHME



#378 Laguna Hills



#446 Bell



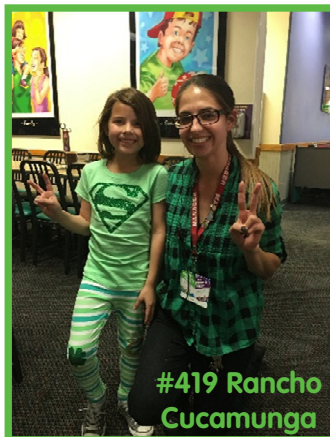
#576 Lake Jackson



#465 Torrance



#781 Boynton Beach



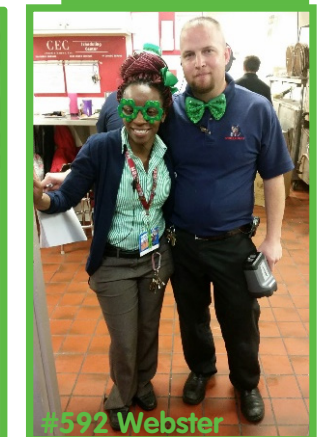
#419 Rancho Cucamonga



#706 Houma



#769 Long Beach



#592 Webster



#569 Laredo



#409 Diamond Bar

DEAR CHUCK E...

I just wanted to take the time out of my day to thank you guys. I got off work at 7, I'm a school teacher at Freedom High, and I do not enjoy kids at all. But it was my daughter's birthday the past weekend and she really wanted to go to Chuck E. Cheese. When I saw all the people in the line and inside I wanted to turn around, until I saw two little mouse ears and a beautiful toothy smile. The lady at kid check was maybe about the age of 16-18. Her smile just gave me hope that my experience would be better. At most Chuck E. Cheese's the kid check attendant usually does not say hello to me, so I was so surprised on how welcoming this young lady was. The place was amazingly clean. I was in and out of every line that I stood in. When leaving the girl explained to me what kid check was about, and my daughter started crying due to not wanting to leave and she told her, "don't cry, you can come back again." Which honestly touched my heart. I would leave a million reviews and give this Chuck E. Cheese a million stars. I will definitely come back again! You guys have made my Wednesday night a piece of cake. I just wanted to let you know, Great Job!

Central Region
Potomac Mills, VA #071
RVP Chris Kelly
DM Susan Jensen
GM Isis Vasconcelos

I took my daughter to Chuck E. Cheese in West Melbourne and I just wanted to say that your employee Kyrice was amazing. We've seen her there before and she's always so friendly. It was a slow day and we were up at the front looking for which prizes my daughter wanted to get with her tickets. There wasn't anyone there so we started to look for an available employee and she ran over to help us. (She was working at the front where you get stamped.) I wasn't in a rush but she apologized for the wait and gave my daughter a few extra toys from the "10" ticket section. That made my daughter's day. And then we walked over to the front and my daughter asked her if Chuck E. was going to come out so she said she could wake Chuck E. up for her and my daughter got to dance with him along with the other kids. Kyrice also has a little section at the front set up for Dr. Seuss's birthday and she was so sweet and listened to my 5 year old read her green eggs and ham. My daughter also gave her 2 pictures that she colored from the Dr. Seuss area and she hung them up on a window. Kyrice just had such great customer service and is great with the kids and I wanted her to be recognized for it. Thanks for an extra special trip due to the hospitality of Kyrice.

Southern Region
Melbourne, FL #699
RVP Mike Boyko
DM Peter Panunzi
GM Kevin Stephens
Cast Member Kyrice

Two young men that were working tonight did an amazing job. We were in for dinner and fun for my sons 5th birthday. Usually the service is fine. Tonight Chuck E. came out to dance with more energy and the kids felt like there is more magic than usual. Later someone was dancing around clearing tables, and it goes on. Just great to see employees enjoying their jobs, thanks!

Western Region
Littleton, CO #115
RVP Tim Kerum
DM John Chudzinski
GM Christopher Barkofski

ANNIVERSARIES

5 YEARS

Iris Morales ~ Location 200
Yesenia Rivera ~ Location 373
Randi Russ ~ Location 439
Michelle Garcia ~ Location 499
Brittany Watson ~ Location 521
Billie Meas ~ Location 616

10 YEARS

Juan Liriano ~ Location 522

15 YEARS

Nery Melgar ~ Location 118

20 YEARS

Troy Collins ~ Location 729

We give our hostess Sam an 11! She was very professional and attentive with a great personality. She was very good with the kids and made our birthday girl feel like a star! When we book another party we definitely hope she's available. The kids really enjoyed themselves and the online booking was easy but the best part was when we had questions they were answered with no worries.

Northern Region
Scranton, PA #541
RVP Jim Brawley
DM Shawna Vazquez
GM Renee Rudovitz
Cast Member Sam

RISK MANAGEMENT

BUILDING SECURITY

Kitchen, Office and Back Doors are to remain closed and locked.

Do not prop them open!

- Don't jeopardize the safety of you and your team by allowing this to happen.
- The manager is the only one who can open the back door.
- Ensure door alarms are armed and operating correctly.
- Prior to opening the door use the peep hole or camera system to verify who or if someone is there.



If you have questions about this please contact Tim Ferrell, Safety Manager at 972-258-4287

PURCHASING

We are pleased to announce the current 18 oz. cup is being replaced with a 16 oz. cup and new graphics! As the current cup inventory is depleted at PFS you will automatically start receiving the new 16 oz. cup. The lid will not change. The case count remains 1200 cups and the cost is \$39.19 per case.

The Menu Development Committee approved the change to standardize our cup size to the industry, generating savings by reducing consumption of paper and syrup.

We're excited that Chuck E. Cheese and his friends, Helen Henny and Munch will be featured on the new cups!



A friendly reminder Dennis Foland will be closed for Good Friday (03/25/16).

The new limited edition Chuck E. plush is the 2016 Graduation Chuck E. This is on your Dennis Foland order guide under LEC.



LEARNING & DEVELOPMENT

HERE'S WHAT'S COMING...

Pay Cards!

Employees can soon start receiving their pay on a card.



Stay tuned for more details!

PARTY SERVER TRAINING PROGRAM LIFE OF THE PARTY

Our revamped Party Server Training Program is complete!

In this week's mail from the Support Center you will be receiving the following:

- Life of the Party Operations Manual
- Life of the Party Reference Guide
- Life of the Party Training DVD
- Party Server Training Packet
- Party Server Training Packet answer key

Stay tuned for upcoming rollout conference calls in the coming weeks.

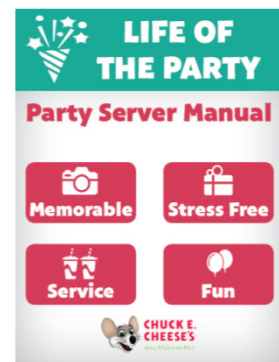
Questions: Please contact your Learning & Development Team at learning@cecentertainment.com

SPAGHETTI & MEATBALL PIZZA

By this time everyone should have received your SMTS and job aid for the new LTO Spaghetti & Meatball Pizza. Please start reviewing materials with your employees and begin making pizzas for practice as soon as all materials have been received to become familiar with everything. The go live date for the new LTO will be April 4th.



If you have any questions, concerns, or have not received your training materials yet please contact Learning & Development at learning@cecentertainment.com.





Chuck E. Cheese's HOT JOBS

GENERAL MANAGER

621 ~ Phoenix, AZ	496 ~ Patchogue, NY
312 ~ Fayetteville, AR	382 ~ Hickory, NC
322 ~ Dublin, CA	890 ~ Lawton, OK
367 ~ Ladera Heights, CA	660 ~ Portland, OR
418 ~ Sun Valley, CA	860 ~ Sioux Falls, SD
768 ~ Pinole, CA	667 ~ Jackson, TN
680 ~ Tallahassee, FL	032 ~ Houston/FM 1960, TX
602 ~ Conyers, GA	570 ~ Texarkana, TX
798 ~ Rochester, MN	577 ~ College Station, TX
947 ~ St. Louis West, MO	595 ~ Ft. Worth-Hulen, TX
948 ~ St. Louis St. Charles, MO	867 ~ Fort Worth – Presidio, TX
498 ~ Cherry Hill, NJ	624 ~ Lynnwood, WA

DISTRICT MANAGER

District Manager Based in Minneapolis, MN

DT MANAGER

DT Manager Based in Greensburg, PA
DT Manager Based in La Mirada, CA

Please visit www.chuckecheese.com/careers to review all open positions.